



1 FW

CERTIFICATE OF MAILING

I hereby certify that the below listed items are being deposited with the U.S. Postal Service as first class mail in an envelope addressed to:

**Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450**

on April 15, 2007

Anne Antonoff
Anne Antonoff

In Re Application of:

Christopher Blair

Serial No.: **10/525,260**

Filed: **February 22, 2005**

Group Art Unit: **2681**

Examiner: **TBA**

Docket No. **762301-1560**

For: **Method and System for Communications Monitoring**

The following is a list of documents enclosed:

Return Postcard
Information Disclosure Statement
Form 1449(Pages 1-8 U.S. Patents and Foreign and Pages 1-10 Articles)
Copies of Non-patent material enclosed

Further, the Commissioner is authorized to charge Deposit Account No. 20-0778 for any additional fees required. The Commissioner is requested to credit any excess fee paid to Deposit Account No. 20-0778.



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the application of:

Confirmation: 4998

Christopher Blair

Art Unit: 2681

Serial Number: 10/525,260

Examiner: TBA

Filing Date: February 22, 2005

Docket No.: 762301-1560

Title: Method and System for Communications Monitoring

INFORMATION DISCLOSURE STATEMENT

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Sir:

This information disclosure statement is filed in accordance with 37 C.F.R. §§ 1.56, 1.97, and 1.98, and specifically:

☒ under 37 CFR 1.97(b), or
(within Three months of filing national application; or date of entry of international application; or before
mailing date of first office action on the merits; whichever occurs last)

☐ under 37 CFR 1.97(c) together with either a:
☐ Statement Under 37 C.F.R. 1.97(e), or
☐ a \$180.00 fee under 37 CFR 1.17(p), or
(After the CFR 1.97(b) time period, but before the final office action or notice of allowance, whichever occurs first)

☐ under 37 CFR 1.97(d) together with a:
☐ Statement under 37 CFR 1.97(e), and
☐ a \$180.00 petition fee set forth in 37 CFR 1.17(p).
(Filed after final office action or notice of allowance, whichever occurs first, but before payment of the issue fee)

☐ Enclosed is a check in the amount of \$.

☐ Enclosed is Credit Card Payment Form (PTO-2038) in the amount of \$.

☐ Please charge \$ to deposit account .

☒ At any time during the pendency of this application, please charge any fees required to Deposit Account 20-0778 pursuant to 37 CFR 1.25. The Commissioner is hereby requested to credit any overpayment to Deposit Account No. 20-0778.

☒ Applicant(s) submit herewith *Form PTO SB/08A-08B-08a - Information Disclosure Statement by Applicant* together with copies (where required) of patents, publications or other information of which applicant(s) are aware, which applicant(s) believe(s) may or may not be material to the examination of this application and for which there may be a duty to disclose in accordance with 37 CFR 1.56. As required by 37 C.F.R. §1.98(a), a legible copy of each document is provided.

☒ A concise explanation of the relevance of foreign language patents, foreign language publications and other foreign language information listed on PTO Form SB/08A-08B-08a, as presently understood by the individual(s) designated in 37 CFR 1.56(c) most knowledgeable about the content is given on the attached sheet, or where a foreign language patent is cited in a search report or other action by a foreign patent office in a counterpart foreign application, an English language version of the search report or action which indicates the degree of relevance found by the foreign office is listed on the form PTO SB/08A-08B-08a and is enclosed herewith.

The following rights are reserved by the Applicant(s): the right to establish the patentability of the claimed invention over any of the listed documents should they be applied as reference, and/or the right to prove that some of these documents may not be prior art, and/or the right to prove that some of these documents may not be enabling for the teachings they purport to offer.

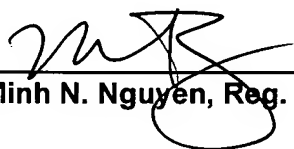
This statement should not be construed as a representation that an exhaustive search has been made, or that information more material to the examination of the present application does not exist. Any statements or identifications regarding the relevance of any portion(s) of cited references should not be construed as a representation that the most relevant portion(s) have been identified, and the absence of such statements or identifications should not be construed as representations that there are no relevant portion(s). The Examiner is specifically requested not to rely solely on the materials submitted herewith. The Examiner is requested to conduct an independent and thorough review of the documents, and to form independent opinions as to their significance.

It is requested that the information disclosed herein be made of record in this application and that the Examiner initial and return a copy of the enclosed PTO SB/08A-08B-08a to indicate the documents have been considered.

Respectfully Submitted,

**THOMAS, KAYDEN, HORSTEMEYER
& RISLEY, L.L.P.**

By:



Minh N. Nguyen, Reg. No. 53,864

100 Galleria Parkway, N.W.
Suite 1750
Atlanta, Georgia 30339-5948
Phone: (770) 933-9500
Fax: (770) 951-0933



INFORMATION DISCLOSURE CITATION

(Use several sheets if necessary)

Attorney Docket No.
762301-1560

Serial No.
10/525,260

Applicant
Christopher Blair

Filing Date
02/22/2005

Group
2681

U.S. PATENT DOCUMENTS

Examiner Initials	Item	Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
	1	2001/0000962	05/10/01	Rajan			
	2	2001/0032335	10/18/01	Jones			
	3	2001/0043697	11/22/01	Cox et al.			
	4	2002/0038363	03/28/02	MacLean			
	5	2002/0052948	05/02/02	Baudu, et al.			
	6	2002/0065911	05/30/02	Von Klopp, et al.			
	7	2002/0065912	05/30/02	Catchpole, et al.			
	8	2002/0128925	09/12/02	Angeles			
	9	2002/0143925	10/03/02	Pricer et al.			
	10	2002/0165954	11/07/02	Eshghi, et al.			
	11	2003/0055883	03/20/03	Wiles, et al.			
	12	2003/0079020	04/24/03	Gourraud et al.			
	13	2003/0144900	07/31/03	Whitmer			
	14	2003/0154240	08/14/03	Nygren, et al.			
	15	2004/0100507	05/27/04	Hayner, et al.			
	16	2004/0165717	08/26/04	McIlwaine, et al.			
	17	2005/013560	06/23/05	Lee, et al.			
	18	3,594,919	07/27/71	De Bell, et al.			
	19	3,705,271	12/05/72	De Bell, et al.			
	20	4,510,351	04/09/85	Costello, et al.			

FOREIGN PATENT DOCUMENTS

		Document Number	Date	Country	Class	Subclass	Translation	
							Yes	No

* EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

EXAMINER'S SIGNATURE:

DATE CONSIDERED:

**INFORMATION DISCLOSURE CITATION***(Use several sheets if necessary)*Attorney Docket No.
762301-1560Serial No.
10/525,260Applicant
Christopher BlairFiling Date
02/22/2005Group
2681**U.S. PATENT DOCUMENTS**

Examiner Initials	Item	Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
	21	4,684,349	08/04/87	Ferguson, et al.			
	22	4,694,483	09/15/87	Cheung			
	23	4,763,353	08/09/88	Canale, et al.			
	24	4,815,120	03/21/89	Kosich			
	25	4,924,488	05/08/90	Kosich			
	26	4,953,159	08/28/90	Hayden, et al.			
	27	5,016,272	05/14/91	Stubbs, et al.			
	28	5,101,402	03/31/92	Chiu, et al.			
	29	5,117,225	05/26/92	Wang			
	30	5,210,789	05/11/93	Jeffus, et al.			
	31	5,239,460	08/24/93	LaRoche			
	32	5,241,625	08/31/93	Epard, et al.			
	33	5,267,865	12/07/93	Lee, et al.			
	34	5,299,260	03/29/94	Shaio			
	35	5,311,422	05/10/94	Loftin, et al.			
	36	5,315,711	05/24/94	Barone, et al.			
	37	5,317,628	05/31/94	Misholi, et al.			
	38	5,347,306	09/13/94	Nitta			
	39	5,388,252	02/07/95	Dreste, et al.			
	40	5,396,371	03/07/95	Henits, et al.			
	41	5,432,715	07/11/95	Shigematsu, et al.			

FOREIGN PATENT DOCUMENTS

		Document Number	Date	Country	Class	Subclass	Translation	
							Yes	No

* EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

EXAMINER'S SIGNATURE:

DATE CONSIDERED:



INFORMATION DISCLOSURE CITATION

(Use several sheets if necessary)

Attorney Docket No.
762301-1560

Serial No.
10/525,260

Applicant
Christopher Blair

Filing Date
02/22/2005

Group
2681

U.S. PATENT DOCUMENTS

Examiner Initials	Item	Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
	42	5,465,286	11/07/95	Clare, et al.			
	43	5,475,625	12/12/95	Glaschick			
	44	5,485,569	01/16/96	Goldman, et al.			
	45	5,491,780	02/13/96	Fyles, et al.			
	46	5,499,291	03/12/96	Kepley			
	47	5,535,256	07/09/96	Maloney, et al.			
	48	5,572,652	11/05/96	Robusto, et al.			
	49	5,577,112	11/19/96	Cambray, et al.			
	50	5,590,171	12/31/96	Howe, et al.			
	51	5,597,312	01/28/97	Bloom, et al.			
	52	5,619,183	04/08/97	Ziegra, et al.			
	53	5,696,906	12/09/97	Peters, et al.			
	54	5,717,879	02/10/98	Moran, et al.			
	55	5,721,842	02/24/98	Beasley, et al.			
	56	5,742,670	04/21/98	Bennett			
	57	5,748,499	05/05/98	Trueblood			
	58	5,778,182	07/07/98	Cathey, et al.			
	59	5,784,452	07/21/98	Carney			
	60	5,790,798	08/04/98	Beckett, II, et al.			
	61	5,796,952	08/18/98	Davis, et al.			
	62	5,809,247	09/15/98	Richardson, et al.			

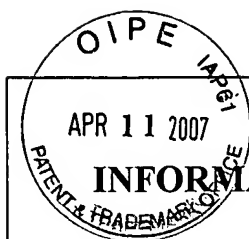
FOREIGN PATENT DOCUMENTS

		Document Number	Date	Country	Class	Subclass	Translation	
							Yes	No

* EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

EXAMINER'S SIGNATURE:

DATE CONSIDERED:



APR 11 2007

INFORMATION DISCLOSURE CITATION*(Use several sheets if necessary)*Attorney Docket No.
762301-1560Serial No.
10/525,260Applicant
Christopher BlairFiling Date
02/22/2005Group
2681**U.S. PATENT DOCUMENTS**

Examiner Initials	Item	Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
	63	5,809,250	09/15/98	Kisor			
	64	5,825,869	10/20/98	Brooks, et al.			
	65	5,835,572	11/10/98	Richardson, Jr., et al.			
	66	5,862,330	01/19/99	Anupam, et al.			
	67	5,864,772	01/26/99	Alvarado, et al.			
	68	5,884,032	03/16/99	Bateman, et al.			
	69	5,907,680	05/25/99	Nielsen, Jacob			
	70	5,918,214	06/29/99	Perkowski			
	71	5,923,746	07/13/99	Baker, et al.			
	72	5,933,811	08/03/99	Angles, et al.			
	73	5,944,791	08/31/99	Scherpbier			
	74	5,948,061	09/07/99	Merriman, et al.			
	75	5,958,016	09/28/99	Chang, et al.			
	76	5,964,836	10/12/99	Rowe, et al.			
	77	5,978,648	11/02/99	George, et al.			
	78	5,982,857	11/09/99	Brady			
	79	5,987,466	11/16/99	Greer, et al.			
	80	5,990,852	11/23/99	Szamrej			
	81	5,991,373	11/23/99	Pattison, et al.			
	82	5,991,796	11/23/99	Anupam, et al.			
	83	6,005,932	12/21/99	Bloom			

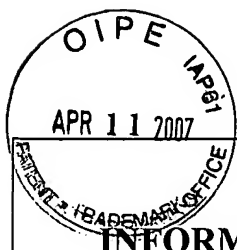
FOREIGN PATENT DOCUMENTS

		Document Number	Date	Country	Class	Subclass	Translation	
							Yes	No

* EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

EXAMINER'S SIGNATURE:

DATE CONSIDERED:

**INFORMATION DISCLOSURE CITATION***(Use several sheets if necessary)*Attorney Docket No.
762301-1560Serial No.
10/525,260Applicant
Christopher BlairFiling Date
02/22/2005Group
2681**U.S. PATENT DOCUMENTS**

Examiner Initials	Item	Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
	84	6,009,429	12/28/99	Greer, et al.			
	85	6,014,134	01/11/00	Bell et al.			
	86	6,014,647	01/11/00	Nizzari, et al.			
	87	6,018,619	01/21/00	Allard, et al.			
	88	6,035,332	03/07/00	Ingrassia,, et al.			
	89	6,038,544	03/14/00	Machin, et al.			
	90	6,039,575	03/21/00	L'Allier, et al.			
	91	6,057,841	05/02/00	ThurLOW, et al.			
	92	6,058,163	05/02/00	Pattison, et al.			
	93	6,061,798	05/09/00	Coley, et al.			
	94	6,072,860	06/06/00	Kek, et al.			
	95	6,076,099	06/13/00	Chen, et al.			
	96	6,078,894	06/20/00	Clawson, et al.			
	97	6,091,712	07/18/00	Pope, et al.			
	98	6,108,711	08/22/00	Beck, et al.			
	99	6,122,665	09/19/00	Bar, et al.			
	100	6,122,668	09/19/00	Teng, et al.			
	101	6,130,668	10/10/00	Stein			
	102	6,138,139	10/24/00	Beck, et al.			
	103	6,144,991	11/07/00	England			
	104	6,146,148	11/14/00	Stuppy			

FOREIGN PATENT DOCUMENTS

		Document Number	Date	Country	Class	Subclass	Translation	
							Yes	No

* EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

EXAMINER'S SIGNATURE:

DATE CONSIDERED:

**INFORMATION DISCLOSURE CITATION***(Use several sheets if necessary)*Attorney Docket No.
762301-1560Serial No.
10/525,260Applicant
Christopher BlairFiling Date
02/22/2005Group
2681**U.S. PATENT DOCUMENTS**

Examiner Initials	Item	Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate

FOREIGN PATENT DOCUMENTS

		Document Number	Date	Country	Class	Subclass	Translation	
							Yes	No

OTHER DOCUMENTS *(Including Author, Title, Date, Pertinent Pages, etc.)*

	1	"Customer Spotlight: Navistar International," Web page, unverified print date of 04/01/02
	2	"DKSystems Integrates QM Perception with OnTrack for Training," Web page, unverified print date of 04/01/02, unverified cover date of 06/15/99
	3	"OnTrack Online" Delivers New Web Functionality," Web page, unverified print date of 04/02/02, unverified cover date of 10/05/99
	4	"PriceWaterhouseCoopers Case Study" The Business Challenge," Web page, unverified cover date of 2000
	5	Abstract, net.working: "An Online Webliography," <i>Technical Training</i> pp 4-5 (November-December 1998)
	6	Adams et al., "Our Turn-of-the-Century Trend Watch" <i>Technical Training</i> pp. 46-47 (November/December 1998)
	7	Barron, "The Road to Performance: Three Vignettes," <i>Technical Skills and Training</i> pp. 12-14 (January 1997)
	8	Bauer, "Technology Tools: Just-in-Time Desktop Training is Quick, Easy, and Affordable," <i>Technical Training</i> pp. 8-11 (May/June 1998)
	9	Beck et al., "Applications of AI in Education," <i>AMC Crossroads</i> Vol. 1: 1-13 (Fall 1996) Web page, unverified print date of 04/12/02
	10	Benson and Cheney, "Best Practices in Training Delivery," <i>Technical Training</i> pp. 14-17 (October 1996)
	11	Bental and Cawsey, "Personalized and Adaptive Systems for Medical Consumer Applications," <i>Communications ACM</i> 45(5): 62-63 (May 2002)
	12	Benyon and Murray, "Adaptive Systems: from intelligent tutoring to autonomous agents," pp. 152, Web page, unknown date

* EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

EXAMINER'S SIGNATURE:

DATE CONSIDERED:

**INFORMATION DISCLOSURE CITATION***(Use several sheets if necessary)*Attorney Docket No.
762301-1560Serial No.
10/525,260Applicant
Christopher BlairFiling Date
02/22/2005Group
2681**U.S. PATENT DOCUMENTS**

Examiner Initials	Item	Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate

FOREIGN PATENT DOCUMENTS

		Document Number	Date	Country	Class	Subclass	Translation	
							Yes	No

OTHER DOCUMENTS *(Including Author, Title, Date, Pertinent Pages, etc.)*

	13	Blumenthal et al., "Reducing Development Costs with Intelligent Tutoring System Shells," pp. 1-5, Web page, unverified print date of 04/09/02, unverified cover date of 06/10/96
	14	Brusilosy et al., "Distributed intelligent tutoring on the Web," Proceedings of the 8 th World Conference of the AIED Society, Kobe, Japan, 18-22 August, pp 1-9 Web page, unverified print date of 04/12/02, unverified cover date of 08/18-22/97
	15	Brusilovsky and Pesin, "ISIS-Tutor: An Intelligent Learning Environment for CD/ISIS Users, pp. 1-15 Web page, unverified print date of 05/02/02
	16	Brusilovsky, "Adaptive Educational Systems on the World-Wide-Web: A Review of Available Technologies," pp.1-10, Web Page, unverified print date of 04/12/02
	17	Byrnes et al., "The Development of a Multiple-Choice and True-False Testing Environment on the Web," pp.1-8, Web page, unverified print date of 04/12/02, unverified cover date of 1995
	18	Calvi and DeBra, "Improving the Usability of Hypertext Courseware through Adaptive Linking," <i>ACM</i> , unknown page numbers (1997)
	19	Coffey, "Are Performance Objectives Really Necessary?" <i>Technical Skills and Training</i> pp. 25-27 (October 1995)
	20	Cohen, "Knowledge Management's Killer App," pp. 1-11, Web page, unverified print date of 09/12/02, unverified cover date of 2001
	21	Cole-Gomolski, "New Ways to manage E-Classes," <i>Computerworld</i> 32(48):4344 (November 30, 1998)
	22	Cross: "Sun Microsystems—the SunTAN Story," Internet Time Group 8 (©2001)
	23	Cybulski and Linden, "Teaching Systems Analysis and Design Using Multimedia and Patterns," unknown date, unknown source

* EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

EXAMINER'S SIGNATURE:

DATE CONSIDERED:

**INFORMATION DISCLOSURE CITATION***(Use several sheets if necessary)*Attorney Docket No.
762301-1560Serial No.
10/525,260Applicant
Christopher BlairFiling Date
02/22/2005Group
2681**U.S. PATENT DOCUMENTS**

Examiner Initials	Item	Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate

FOREIGN PATENT DOCUMENTS

	Document Number	Date	Country	Class	Subclass	Translation
						Yes No

OTHER DOCUMENTS *(Including Author, Title, Date, Pertinent Pages, etc.)*

	24	De Bra et al., "Adaptive Hypermedia: From Systems to Framework," <i>ACM</i> (2000)
	25	De Bra, "Adaptive Educational Hypermedia on the Web," <i>Communications ACM</i> 45(5):60-61 (May 2002)
	26	Dennis and Gruner, "Computer Managed Instruction at Arthur Andersen & Company: A Status Report," <i>Educational Technical</i> pp. 7-16 (March 1992)
	27	Diessel et al., "Individualized Course Generation: A Marriage Between CAL and ICAL," <i>Computers Educational</i> 22(1/2) 57-65 (1994)
	28	Dyreson, "An Experiment in Class Management Using the World Wide Web," pp. 1-12, Web page, unverified print date of 04/12/02
	29	E Learning Community, "Excellence in Practice Award: Electronic Learning Technologies," <i>Personal Learning Network</i> pp. 1-11, Web page, unverified print date of 04/12/02
	30	Eklund and Brusilovsky, "The Value of Adaptivity in Hypermedia Learning Environments: A Short Review of Empirical Evidence," pp. 1-8, Web page, unverified print date of 05/02/02
	31	<u>e-Learning the future of learning</u> THINQ Limited, London, Version 1.0 (2000)
	32	Eline, "A Trainer's Guide to Skill Building," <i>Technical Training</i> pp. 34-41 (September/October 1998)
	33	Eline, "Case Study: Briding the Gap in Canada's IT Skills," <i>Technical Skills and Training</i> pp. 23-25 (July 1997)
	34	Eline "Case Study: IBT's Place in the Sun," <i>Technical Training</i> pp. 12-17 (August/September 1997)
	35	Fritz, "CB templates for productivity: Authoring system templates for trainers," <i>Emedia Professional</i> 10(8):6678 (August 1997)

* EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

EXAMINER'S SIGNATURE:

DATE CONSIDERED:

**INFORMATION DISCLOSURE CITATION***(Use several sheets if necessary)*Attorney Docket No.
762301-1560Serial No.
10/525,260Applicant
Christopher BlairFiling Date
02/22/2005Group
2681**U.S. PATENT DOCUMENTS**

Examiner Initials	Item	Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate

FOREIGN PATENT DOCUMENTS

		Document Number	Date	Country	Class	Subclass	Translation	
							Yes	No

OTHER DOCUMENTS *(Including Author, Title, Date, Pertinent Pages, etc.)*

	36	Fritz, "ToolBook II: Asymetrix's updated authoring software tackles the Web," <i>Emedia Professional</i> 10(20): 102106 (February 1997)
	37	Gibson et al., "A Comparative Analysis of Web-Based Testing and Evaluation Systems," pp. 1-8, Web page, unverified print date of 04/11/02
	38	Halberg and DeFiore, "Curving Toward Performance: Following a Hierarchy of Steps Toward a Performance Orientation," <i>Technical Skills and Training</i> pp. 9-11 (January 1997)
	39	Harsha, "Online Training 'Sprints' Ahead," <i>Technical Training</i> pp. 27-29 (January/February 1999)
	40	Heideman, "Training Technicians for a High-Tech Future: These six steps can help develop technician training for high-tech work," pp. 11-14 (February/March 1995)
	41	Heideman, "Writing Performance Objectives Simple as A-B-C (and D)," <i>Technical Skills and Training</i> pp. 5-7 (May/June 1996)
	42	Hollman, "Train Without Pain: The Benefits of Computer-Based Training Tools," pp. 1-11, Web page, unverified print date of 03/20/02, unverified cover date of 01/01/00
	43	Klein, "Command Decision Training Support Technology," Web page, unverified print date of 04/12/02
	44	Koonce, "Where Technology and Training Meet," <i>Technical Training</i> pp. 10-15 (November/December 1998)
	45	Kursh, "Going the distance with Web-based training," <i>Training and Development</i> 52(3): 5053 (March 1998)
	46	Larson, "Enhancing Performance Through Customized Online Learning Support," <i>Technical Skills and Training</i> pp. 25-27 (May/June 1997)

* EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP §609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

EXAMINER'S SIGNATURE:

DATE CONSIDERED:



INFORMATION DISCLOSURE CITATION

(Use several sheets if necessary)

Attorney Docket No.
762301-1560

Serial No.
10/525,260

Applicant
Christopher Blair

Filing Date
02/22/2005

Group
2681

U.S. PATENT DOCUMENTS

Examiner Initials	Item	Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate

FOREIGN PATENT DOCUMENTS

		Document Number	Date	Country	Class	Subclass	Translation	
							Yes	No

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, etc.)

	47	Linton, et al. "OWL: A Recommender System for Organization-Wide Learning," <i>Educational Technical Society</i> 3(1): 62-76 (2000)
	48	Lucadamo and Cheney, "Best Practices in Technical Training," <i>Technical Training</i> pp. 21-26 (October 1997)
	49	McNamara, "Monitoring Solutions: Quality Must be Seen and Heard," <i>Inbound/Outbound</i> pp. 66-67 (December 1989)
	50	Merrill, "The New Component Design Theory: Instruction design for courseware authoring," <i>Instructional Science</i> 16:19-34 (1987)
	51	Minton-Eversole, "IBT Training Truths Behind the Hype," <i>Technical Skills and Training</i> pp. 15-19 (January 1997)
	52	Mizoguchi, "Intelligent Tutoring Systems: The Current State of the Art," Trans. IEICE E73(3):297-307 (March 1990)
	53	Mostow and Aist, "The Sounds of Silence: Towards Automated Evaluation of Student Learning a Reading Tutor that Listens" <i>American Association for Artificial Intelligence</i> , Web page, unknown date 8/97
	54	Mullier et al., "A Web base Intelligent Tutoring System," pp. 1-6, Web page, unverified print date of 05/02/02
	55	Nash, Database Marketing, 1993, pp. 158-165, 172-185, McGraw Hill, Inc. USA
	56	Nelson et al. "The Assessment of End-User Training Needs," <i>Communications ACM</i> 38(7):27-39 (July 1995)
	57	O'Herron, "CenterForce Technologies CenterForce Analyzer," Web page unverified print date of 03/02/02, unverified cover date of 06/01/99

* EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

EXAMINER'S SIGNATURE:

DATE CONSIDERED:

**INFORMATION DISCLOSURE CITATION***(Use several sheets if necessary)*Attorney Docket No.
762301-1560Serial No.
10/525,260Applicant
Christopher BlairFiling Date
02/22/2005Group
2681**U.S. PATENT DOCUMENTS**

Examiner Initials	Item	Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate

FOREIGN PATENT DOCUMENTS

		Document Number	Date	Country	Class	Subclass	Translation	
							Yes	No

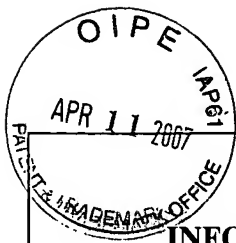
OTHER DOCUMENTS *(Including Author, Title, Date, Pertinent Pages, etc.)*

	58	O'Roark, "Basic Skills Get a Boost," Technical Training pp. 10-13 (July/August 1998)
	59	Pamphlet, "On Evaluating Educational Innovations", authored by Alan Lesgold, unverified cover date of 03/05/98
	60	Papa et al., "A Differential Diagnostic Skills Assessment and Tutorial Tool," <i>Computer Education</i> 18(1-3):45-50 (1992)
	61	PCT International Search Report, International Application No. PCT/US03/02541, mailed May 12, 2003
	62	Phaup, "New Software Puts Computerized Tests on the Internet: Presence Corporation announces breakthrough Question Mark™ Web Product," Web page, unverified print date of 04/01/02
	63	Phaup, "QM Perception™ Links with Integrity Training's WBT Manager™ to Provide Enhanced Assessments of Web Based Courses," Web page, unverified print date of 04/01/02, unverified cover date of 03/25/99
	64	Phaup, "Question Mark Introduces Access Export Software," Web page, unverified print date of 04/02/02, unverified cover date of 03/01/97
	65	Phaup, "Question Mark Offers Instant Online Feedback for Web Quizzes and Questionnaires: University of California assist with Beta Testing, Server scripts now available on high-volume users," Web page, unverified print date of 04/01/02, unverified cover date of 05/06/96
	66	Piskurich, "Now-You-See-'Em, Now-You-Don't Learning Centers, <i>Technical Training</i> pp. 18-21 (January/February 1999)
	67	Read, "Sharpening Agents' Skills," pp. 1-15, Web page, unverified print date of 03/20/02, unverified cover date of 10/01/99

* EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

EXAMINER'S SIGNATURE:

DATE CONSIDERED:

**INFORMATION DISCLOSURE CITATION***(Use several sheets if necessary)*Attorney Docket No.
762301-1560Serial No.
10/525,260Applicant
Christopher BlairFiling Date
02/22/2005Group
2681**U.S. PATENT DOCUMENTS**

Examiner Initials	Item	Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
----------------------	------	--------------------	------	------	-------	----------	-------------------------------

FOREIGN PATENT DOCUMENTS

		Document Number	Date	Country	Class	Subclass	Translation
							Yes No

OTHER DOCUMENTS *(Including Author, Title, Date, Pertinent Pages, etc.)*

	68	Reid, "On Target: Assessing Technical Skills," <i>Technical Skills and Training</i> pp. 6-8 (May/June 1995)
	69	Stormes, "Case Study: Restructuring Technical Training Using ISD," <i>Technical Skills and Training</i> pp. 23-26 (February/March 1997)
	70	Tennyson, "Artificial Intelligence Methods in Computer-Based Instructional Design," <i>Journal of Instructional Development</i> 7(3): 17-22 (1984)
	71	The Editors, Call Center, "The Most Innovative Call Center Products We Saw in 1999," Web page, unverified print date of 03/20/02, unverified cover date of 02/01/00
	72	Tinoco et al., "Online Evaluation in WWW-based Courseware," <i>ACM</i> pp. 194-198 (1997)
	73	Uiterwijk et al., "The virtual classroom," <i>InfoWorld</i> 20(47):6467 (November 23, 1998)
	74	Unknown Author, "Long-distance learning," <i>InfoWorld</i> 20(36):7676 (1998)
	75	Untitled, 10 th Mediterranean Electrotechnical Conference Vol. 1 pp. 124-126 (2000)
	76	Watson and Belland, "Use of Learner Data in Selecting Instructional Content for Continuing Education," <i>Journal of Instructional Development</i> 8(4):29-33 (1985)
	77	Weinschenk, "Performance Specifications as Change Agents," <i>Technical Training</i> pp. 12-15 (October 1997)
	78	Witness Systems promotional brochure for eQuality entitled "Bringing eQuality to Business"
	79	Witness Systems promotional brochure for eQuality entitled "Building Customer Loyalty Through BusinessDriven Recording of Multimedia Interactions in your Contact Center," (2000)

* EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

EXAMINER'S SIGNATURE:

DATE CONSIDERED:

**INFORMATION DISCLOSURE CITATION***(Use several sheets if necessary)*Attorney Docket No.
762301-1560Serial No.
10/525,260Applicant
Christopher BlairFiling Date
02/22/2005Group
2681**U.S. PATENT DOCUMENTS**

Examiner Initials	Item	Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate

FOREIGN PATENT DOCUMENTS

		Document Number	Date	Country	Class	Subclass	Translation	
							Yes	No

OTHER DOCUMENTS *(Including Author, Title, Date, Pertinent Pages, etc.)*

	80	Aspect Call Center Product Specification, "Release 2.0", Aspect Telecommunications Corporation, May 23, 1998 798
	81	Metheus X Window Record and Playback, XRP Features and Benefits, 2 pages September 1994 LPRs
	82	"Keeping an Eye on Your Agents," Call Center Magazine, pp.32-34, February 1993 LPRs & 798
	83	Anderson: Interactive TVs New Approach, The Standard, 10/01/99
	84	Ante, <i>Everything You Ever Wanted to Know About Cryptography Legislation...(But Were to Sensible to Ask)</i> , PC world Online, 12/14/99
	85	Berst, <i>It's Baa-aack. How Interactive TV is Sneaking Into Your Living Room</i> , The AnchorDesk, 05/10/99
	86	Berst, <i>Why Interactive TV Won't Turn You On (Yet)</i> , The AnchorDesk, 07/13/99
	87	Borland and Davis, <i>US West Plans Web Services on TV</i> , CNETNews.com, 11/22/99
	88	Brown, <i>Let PC Technology Be Your TV Guide</i> , PC Magazine, 6/7/99
	89	Brown, <i>Interactive TV: The Sequel</i> , NewMedia, 02/10/98
	90	Cline, <i>Déjà vu – Will Interactive TV Make It This Time Around?</i> , DevHead, 07/09/99
	91	Crouch, <i>TV Channels on the Web</i> , PC World, 09/15/99
	92	D'Amico, <i>Interactive TV Gets \$99 set-top box</i> , IDG.net, 10/06/99

* EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

EXAMINER'S SIGNATURE:

DATE CONSIDERED:

**INFORMATION DISCLOSURE CITATION***(Use several sheets if necessary)*Attorney Docket No.
762301-1560Serial No.
10/525,260Applicant
Christopher BlairFiling Date
02/22/2005Group
2681**U.S. PATENT DOCUMENTS**

Examiner Initials	Item	Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate

FOREIGN PATENT DOCUMENTS

		Document Number	Date	Country	Class	Subclass	Translation	
							Yes	No

OTHER DOCUMENTS *(Including Author, Title, Date, Pertinent Pages, etc.)*

	93	Davis, <i>Satellite Systems Gear Up for Interactive TV Fight</i> , CNETNews.com, 09/30/99
	94	Diederich, <i>Web TV Data Gathering Raises Privacy Concerns</i> , ComputerWorld, 10/13/98
	95	<i>Digital Broadcasting</i> , Interactive TV News
	96	<i>EchoStar, MediaX Mix Interactive Multimedia With Interactive Television</i> , PRNews Wire, 01/11/99
	97	Furger, <i>The Internet Meets the Couch Potato</i> , PCWorld, 10/96
	98	<i>Hong Kong Comes First with Interactive TV</i> , SCI-TECH, 12/04/97
	99	<i>Interactive TV Overview TimeLine</i> , Interactive TV News
	100	<i>Interactive TV Wars Heat Up</i> , Industry Standard
	101	Needle, <i>Will The Net Kill Network TV?</i> PC World Online, 03/10/99
	102	Kane, <i>AOL-Tivo: You've Got Interactive TV</i> , ZDNN, 08/17/99
	103	Kay, <i>E-Mail in Your Kitchen</i> , PC World Online, 09/28/96
	104	Kenny, <i>TV Meets Internet</i> , PC World Online, 03/28/96
	105	Linderholm, <i>Avatar Debuts Home Theater PC</i> , PC World Online, 12/01/99
	106	Mendoza, <i>Order Pizza WhileYou Watch</i> , ABCNews.com
	107	Moody, <i>WebTV: What the Big Deal?</i> , ABCNews.com
	108	Murdorf, et al., <i>Interactive Television – Is There Life After the Internet?</i> , Interactive TV News
	109	Needle, <i>PC, TV or Both?</i> , PC World Online
	110	<i>Interview with Steve Perlman</i> , CEO of Web-TV Networks, PC World Online

* EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

EXAMINER'S SIGNATURE:

DATE CONSIDERED:

**INFORMATION DISCLOSURE CITATION***(Use several sheets if necessary)*Attorney Docket No.
762301-1560Serial No.
10/525,260Applicant
Christopher BlairFiling Date
02/22/2005Group
2681**U.S. PATENT DOCUMENTS**

Examiner Initials	Item	Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate

FOREIGN PATENT DOCUMENTS

		Document Number	Date	Country	Class	Subclass	Translation	
							Yes	No

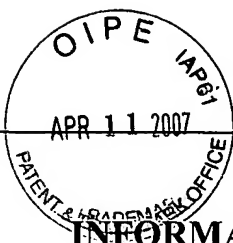
OTHER DOCUMENTS *(Including Author, Title, Date, Pertinent Pages, etc.)*

	111	Press, <i>Two Cultures, The Internet and Interactive TV</i> , Universite de Montreal
	112	Reuters, <i>Will TV Take Over Your PC?</i> , PC World Online
	113	Rohde, <i>Gates Touts Interactive TV</i> , InfoWorld, 10/14/99
	114	Ross, <i>Broadcasters Use TV Signals to Send Data</i> , PC World 10/96
	115	Schlisserman, <i>Is Web TV a Lethal Weapon?</i> , PC World Online
	116	Stewart, <i>Interactive Television at Home: Television Meets the Internet</i> , August 1998
	117	Swedlow, <i>Computer TV Shows: Ready for Prime Time?</i> , PC World Online
	118	Wilson, <i>U.S. West Revisits Interactive TV</i> , Interactive Week, 11/28/99

* EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

EXAMINER'S SIGNATURE:

DATE CONSIDERED:



INFORMATION DISCLOSURE CITATION

(Use several sheets if necessary)

Attorney Docket No.
762301-1560

Serial No.
10/525,260

Applicant
Christopher Blair

Filing Date
02/22/2005

Group
2681

U.S. PATENT DOCUMENTS

Examiner Initials	Item	Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
	105	6,151,622	11/21/00	Fraenkel, et al.			
	106	6,154,771	11/28/00	Rangan, et al.			
	107	6,157,808	12/05/00	Hollingsworth			
	108	6,171,109	01/09/01	Ohsuga			
	109	6,182,094	01/30/01	Humpleman, et al.			
	110	6,195,679	02/27/01	Bauersfeld, et al.			
	111	6,201,948	03/31/01	Cook, et al.			
	112	6,211,451	04/03/01	Tohgi, et al.			
	113	6,225,993	05/01/01	Lindblad, et al.			
	114	6,230,197	05/08/01	Beck, et al.			
	115	6,236,977	05/22/01	Verba, et al.			
	116	6,244,758	06/12/01	Solymar, et al.			
	117	6,282,548	08/28/01	Burner, et al.			
	118	6,286,030	09/04/01	Wenig, et al.			
	119	6,286,046	09/04/01	Bryant			
	120	6,288,753	09/11/01	DeNicola, et al.			
	121	6,289,340	09/11/01	Purnam, et al.			
	122	6,301,462	10/09/01	Freeman, et al.			
	123	6,301,573	10/09/01	McIlwaine, et al.			
	124	6,324,282	11/27/01	McIlwaine, et al.			
	125	6,347,374	02/12/02	Drake, et al.			

FOREIGN PATENT DOCUMENTS

		Document Number	Date	Country	Class	Subclass	Translation	
							Yes	No

* EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

EXAMINER'S SIGNATURE:

DATE CONSIDERED:

**INFORMATION DISCLOSURE CITATION***(Use several sheets if necessary)*Attorney Docket No.
762301-1560Serial No.
10/525,260Applicant
Christopher BlairFiling Date
02/22/2005Group
2681**U.S. PATENT DOCUMENTS**

Examiner Initials	Item	Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
	126	6,351,467	02/26/02	Dillon			
	127	6,353,851	03/05/02	Anupam, et al.			
	128	6,360,250	03/19/02	Anupam, et al.			
	129	6,370,547	04/09/02	House, et al.			
	130	6,404,857	06/11/02	Blair, et al.			
	131	6,411,989	06/25/02	Anupam, et al.			
	132	6,418,471	07/09/02	Shelton, et al.			
	133	6,459,787	10/01/02	McIlwaine, et al.			
	134	6,487,195	11/26/02	Choung, et al.			
	135	6,493,758	12/10/02	McLain			
	136	6,502,131	12/31/02	Vaid, et al.			
	137	6,510,220	01/21/03	Beckett, II et al.			
	138	6,535,909	03/18/03	Rust			
	139	6,542,602	04/01/03	Elazer			
	140	6,546,405	04/08/03	Gupta, et al.			
	141	6,560,328	05/06/03	Bondarenko, et al.			
	142	6,583,806	06/24/03	Ludwig, et al.			
	143	6,606,657	08/12/03	Zilberstein, et al.			
	144	6,665,644	12/16/03	Kanevsky, et al.			
	145	6,674,447	01/06/04	Chiang, et al.			
	146	6,683,633	01/27/04	Holtzblatt, et al.			

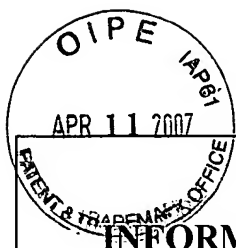
FOREIGN PATENT DOCUMENTS

		Document Number	Date	Country	Class	Subclass	Translation	
							Yes	No

* EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

EXAMINER'S SIGNATURE:

DATE CONSIDERED:



INFORMATION DISCLOSURE CITATION

(Use several sheets if necessary)

Attorney Docket No.
762301-1560

Serial No.
10/525,260

Applicant
Christopher Blair

Filing Date
02/22/2005

Group
2681

U.S. PATENT DOCUMENTS

Examiner Initials	Item	Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
	147	6,697,858	02/24/04	Ezerzer, et al.			
	148	6,724,887	04/20/04	Eilbacher, et al.			
	149	6,738,456	05/18/04	Wrona, et al.			
	150	6,757,361	06/29/04	Blair, et al.			
	151	6,772,396	08/03/04	Cronin, et al.			
	152	6,775,377	08/10/04	McIlwaine, et al.			
	153	6,792,575	09/14/04	Samaniego, et al.			
	154	6,810,414	10/26/04	Brittain			
	155	6,820,083	11/16/04	Nagy, et al.			
	156	6,823,384	11/23/04	Wilson, et al.			
	157	6,870,916	03/22/05	Henrikson, et al.			
	158	6,901,438	05/31/05	Davis, et al.			
	159	6,959,078	10/25/05	Eilbacher, et al.			
	160	6,965,886	11/15/05	Govrin, et al.			

FOREIGN PATENT DOCUMENTS

		Document Number	Date	Country	Class	Subclass	Translation	
							Yes	No
	161	EP 0453128A2	10/23/91	EP				
	162	EP 0773687A2	05/14/97	EP				
	163	WO 98/43380	11/01/98	PCT				
	164	WO 00/16207	03/23/00	PCT				
	165	EP 0989720	03/29/00	EP				
	166	GB 2369263	05/22/02	UK				

* EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

EXAMINER'S SIGNATURE:

DATE CONSIDERED: